

Service Request Number	Client Call Reference	Status	Classification KPI	SLA Description	Classification Description	Summary Description	WO Long Description	Room Number	Location ID	Location Description	Service Location	Report Date	Target First Fix	Actual First Fix	SLA First Fix	Original Target Completion Date	Target Second Fix	Actual Finish	SLA Second Fix	KPI Classification
691139	28442	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	may have fleas please investigate	B111	B111	B - Eye Dept / B111 - Office (2)	Not Specified	06/12/2018	06/12/2018	06/12/2018	SLA - Achieved	07/12/2018	07/12/2018	06/12/2018	SLA - Achieved	9.2.2c and 9.3.1b
692426	28615	BR_REJECT	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Suspected Fleas	32B.112	B1596	B - Maternity OPD / B1596 - Office (3)	Not Specified	07/12/2018	07/12/2018	07/12/2018	SLA - Missed	08/12/2018	08/12/2018	07/12/2018	SLA - Achieved	9.2.2c and 9.3.1b
697612	29317	BR_REJECT	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Pheasant trapped in the court yard - if you go to theatre admissions you will be able to see	94E.001	E1604	E - Direct Admissions / E1604 - Waiting Area (4)	Not Specified	11/12/2018	11/12/2018	12/12/2018	SLA - Missed	12/12/2018	12/12/2018	12/12/2018	SLA - Achieved	9.2.2c and 9.3.1b
712037	31074	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Awful smell in the kitchen could be something dead. Please investigate	15A.126	A1337	A - A7 Ward / A1337 - Food Prep Area (2)	Not Specified	20/12/2018	20/12/2018	20/12/2018	SLA - Achieved	21/12/2018	21/12/2018	20/12/2018	SLA - Achieved	9.2.2c and 9.3.1b

Last Log Action	Last Log Long Description	Reported By	Reported Phone	Work Type	WO Is Chargeable ? (Y/N)	WO Billing Type	KPI SLA Code	Worker Location Status
completed	put traps down but Lee Wiltshire wants to get company call out		6154	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE
domestic	initially went in and hovered to try and eradicate the		3282	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE
mitie	domestic could not do anything about a trapped bird and mitie came out within agreed times		3739	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE
completed	Steve Butt No pest seen, checked behind Fridge Could be drain		3341	RW	N	04	9.2.2c and 9.3.1b	AVAILABLE